

Attachment 2

211 State Updates

July 24, 2001

Arizona

A collaborative, including Valley of the Sun United Way, Community Information & Referral, the Governor's Office, and the Department of Economic Security, are developing a 211 implementation plan for the Phoenix metropolitan area and eventually the state.

California

The California Alliance of Information & Referral Services (CAIRS) is working to develop a new statewide service delivery strategy designed to dramatically increase the public's access to essential health and social services. A statewide Steering Committee was formed. The Primary Roles/Responsibilities of the Steering Committee include: overseeing 211 strategy and implementation; approval of final 211 petition to CPUC; and initiating and overseeing statewide promotion of 211. A \$530,000 grant for planning and development was received. California is currently working on model development. They expect to have a decentralized model with regional technical centers. The Committee is also working on statewide standards.

Colorado

Mile High United Way in Denver and FirstCall, an independent I&R in Fort Collins, are co-chairing a committee to implement a regional hub model for a statewide 211 system. The Public Utility Commission and Qwest have been very cooperative.

Connecticut

United Way of Connecticut implemented 211 statewide in 1999. Since switching from a ten-digit toll-free number to 211, the volume of calls has increased 40 percent. In 1999, 211 handled 200,000 calls. In the first six months of 2000, 211 handled over 137,000 calls. Among the categories of top service requests were: utilities/heat, housing, mental health services, financial assistance, and health care.

Delaware

The General Assembly has passed a joint resolution establishing a legislative task force to study how to implement 211 statewide. The report is due January 2002. Delaware currently has a statewide I & R which is a 1-800 number that is funded by the State, United Way of Delaware and the private sources. This I&R, called "The Helpline" received 300,000 calls last year.

District of Columbia

The phone number for Answers Please, the District's I&R service, currently is INFO211. Answers Please is working with the Public Service Commission and Verizon to convert INFO211 to 211. Answers Please is funded by the Department of Human Services and offers information about and referrals to private and public resources.

Florida

The Public Service Commission has indicated that it does not have authority under the FCC's 211 order to implement 211, so the Florida Alliance of Information and Referral Services (FLAIRS) and United Way of Florida held a meeting with local telecommunications providers. Several FLAIRS I&R members are working with telecommunications providers to acquire 211 and several I&Rs (including ones in Miami-Dade, Broward County and Palm Beach County)

anticipate providing 211 within twelve months. United Way of Palm Beach County (UWPBC) has provided grants totaling \$43,700 to the Center for Info & Crisis Services (CICS) to assist in the purchase of a new call management system and to pay for tariff costs. UWPBC and CICS hosted a community stakeholders meeting. Representatives from Miami/Dade, Broward and Palm Beach Counties will meet together to discuss marketing and other common issues. Three centers have now implemented 211: Crisis Center of Brevard County; Pinellas Cares (St. Petersburg); and Crisis Center of Tampa Bay.

Georgia

There are three 211 call centers currently operating in Georgia.

- United Way of Metropolitan Atlanta implemented 211 in 1997 and since switching from a ten-digit toll-free number to 211, the volume of calls has increased 40 percent. In 1999, 211 handled 200,000 calls.
- CONTACT-Helpline, serving five counties in the greater Columbus area, started 211 service in January 2000.
- Community Connections of Northeast Georgia, serving eleven counties around Athens, started service in February 2001.

United Way of Central Georgia will begin 211 service in August 2001, serving fifteen contiguous counties, involving five different telephone companies. United Way of the Coastal Empire will provide 211 service in three counties by 2002. United Ways of Georgia Association and the Georgia Alliance of Information and Referral Systems are partnering to facilitate 211 service expansion throughout the state.

Idaho

211 Idaho plans to launch a 211 pilot in 2001 and has been collaborating with state government, telecommunications providers, and human services providers.

Illinois

This year, the Illinois General Assembly passed a bill establishing a Human Services 211 Collaboration Board and requiring grants to be awarded and pilot programs to be operational by July 1, 2002. The Senate moved the bill to the Executive Committee for consideration in the fall veto session.

Indiana

Indiana 211 Partnership, Inc. seeks to create a statewide telephone-based information and referral system in Indiana through use of the "211" dialing codes so that Hoosiers in need of human services have quick referrals to those who provide them, and data is collected to assist communities in assessing needs and allocating resources. At its first annual meeting on March 13, 2001, the Partners approved a "status report" that summarizes agreements from months of negotiations on all facets of the evolving statewide 211 system. The partnership will be selecting regional call centers that will be linked electronically for voice and data transfer to ensure statewide coverage. The partners hope to choose a vendor to provide the expensive technology backbones of the new system. The requirement will be the ability to route a call from any telephone in the state to the right call center - 24 hours a day, 7 days a week. The Partnership is soliciting private and public funding for start-up and ongoing system costs. The Indiana plan for 211 is not a simple routing service layer but a mechanism for improving all human services by improving the information and referral infrastructure.

Iowa

Iowa AIRS has applied for the designation of all 99 counties in Iowa. The Iowa Utilities Board will be sending the official notification that their request has been granted. Iowa developed a Regional Model: 211 is dialed and the call is automatically routed to an assigned Information and Referral Call Center (IRCC) for that region. The IRCC assists caller with needs assessment and makes a referral or forwards the caller to an appropriate agency or service. The plan is to use existing I&R's that meet the call center standards adopted by the 211 Collaborative. The after hour calls will be forwarded to one centralized location.

Kansas

United Way of the Plains is exploring a regional eight county 211 implementation and is working with the Kansas Corporation Commission and telephone service providers to establish tariffs and develop the technology and service model most appropriate for the community. Once the regional 211 is implemented, United Way of the Plains will investigate the possibilities of expansion to statewide services.

Kentucky

United Way of Kentucky is exploring statewide 211 implementation and has met with the PSC and various telephone companies. Informational meetings have been held with government representatives. Metro United Way in Louisville and United Way of Greater Cincinnati (Northern Kentucky) hope to serve as pilots while the statewide plan is being developed. The United Way of Kentucky has filed a petition with the PSC.

Louisiana

Lafayette General Medical Center and the comprehensive I&R in Lafayette provide 211 in a six-parish area surrounding Lafayette and are seeking 211 for a five-parish area surrounding Lake Charles. VIA LINK will provide the 211 service in New Orleans and surrounding areas including Orleans, St. Charles, Jefferson, Plaquemine, St. Bernard, St. Tammany, Tangipahoa, and Washington Parishes to BellSouth customers effective July 1, 2001. The Baton Rouge Crisis Center / United Way Info Line hopes to provide 211 services to ten parishes in the Baton Rouge area by winter of 2001.

Maine

The Maine 211 Task Force is utilizing a consultant from Ingraham, an information and referral resource agency. The Task Force last met on June 6th. Using the Connecticut and Atlanta budgets as resources, the consultant derived cost estimates to implement 211 in Maine. In that the Task Force has decided it prefers a two-tier system, the question of how many hubs and where hubs are needed is to be determined. Additionally, United Ways that would act as hubs are asked to look at their capacity in terms of staff, technology, etc. At the next meeting on July 25th, the Task Force will begin to address these issues.

Maryland

The 211 Maryland Task Force, which includes Maryland State Association of United Ways, local and state health and human service organizations, I&R providers across the state, and local and state government, is pursuing statewide implementation. The 211 Maryland Task Force is developing working papers on the structure, design, database requirements, governance, funding and technology for the Maryland system. These papers are expected to provide the base for a Business Plan to be in place in the fall 2001. The earliest estimated start-up date would be July, 2002. Baltimore City has filed a letter of clarification with the FCC, requesting to use 211 for a combined 311/211 service.

Massachusetts

Mass211 expects to have 211 operational statewide by the end of 2001. A Mass211 study found that even with substantial state funding for a statewide 211 system, such a comprehensive I&R will actually save the state money. They will not be included in the state FY02 budget, despite major lobbying budgets. They are now seeking to get into a supplementary budget, and are looking to other sources of funding.

Michigan

In June 2000, the state legislature passed legislation approving the use of 211 as an abbreviated dialing code to be used "only for community information & referral." The legislation directs the Public Service Commission to issue orders to local exchange carriers and requires PSC to consider the recommendations of the Michigan Alliance of Information & Referral Systems (MI-AIRS) with Multipurpose Collaborative Bodies as they identify I&R 211 call centers.

The Michigan 211 Collaborative, which includes the Michigan Association of United Ways, MI-AIRS, I&R centers, human services agencies, and state government, met with the PSC, and at its recommendation, submitted a petition which would grant the MI-AIRS 211 for community I&R. Michigan will have up to 30 call centers providing coverage statewide and becoming operational on a rolling basis. The Michigan 211 Collaborative anticipates that all counties will have 211 access within four years.

Two W.K. Kellogg Foundation grants were awarded. The first was to the Volunteer Center of Battle Creek, MI to develop 211 in Calhoun County. The second was to the Michigan Association of United Ways to hire a statewide 211 coordinator.

An Educational Forum was held on 211 for State of Michigan legislative staff on May 14, 2001 and a meeting held with Rep. Schauer (the State of Michigan representative who introduced the legislation that authorized 211 in Michigan). A legislative aide to Rep. Schauer will become a member of the 211 collaborative.

Statewide assistance learning workshops on 211 in Michigan were held at seven sites on June 26, 2001.

Minnesota

United Way of the Minneapolis Area anticipates that 211 will be available in the Minneapolis ten county area at the end of June 2001. United Way of the Minneapolis Area's current I&R, First Call for Help, assisted over 250,000 callers in 2000.

Missouri

I&R Providers have met to form a Missouri Chapter of MIRSA to deal with state-level issues. Meetings with representatives from state government are taking place in order to educate them on 211.

Montana

Gathering information to begin planning for 211.

Nebraska

The NE 211 Coalition, which includes United Ways, I&Rs and state government, intends to implement 211 statewide with one central hub. The Coalition plans to have 211 operational in some parts of the state by January 2002.

New Hampshire

United Ways, New Hampshire AIRS, Local I & Rs and the Department of Health and Human Services have formed a task force to study how to best implement 211 in New Hampshire.

New Jersey

The NJ 211 Partnership was formed as a joint effort between the Alliance of Information and Referral Services of NJ and the United Ways of NJ in early 2000. A committee was formed of various stakeholders and began meeting monthly in June 2000. A formal request was sent to the NJ Board of Public Utilities that they award 211 to the NJ 211 Partnerships who will then be responsible for assigning the number to local call center based on a statewide implementation plan (currently in development). A statewide planning conference was held on March 23, 2001. Nearly 100 people attended the conference. Participants were provided with information about the planning and advocacy efforts that had taken place so far and the three models under consideration (county-based, regional and centralized). Ten criteria were used to evaluate the models, feedback was requested of all participants through an interactive electronic voting system. The conference report is available at www.nj211.org. The Planning Committee has decided to incorporate the 211 partnership and the United Ways in NJ are pooling monies to hire a consultant to move the planning and implementation forward.

New Mexico

United Way of Central New Mexico plans on having 211 operational in July or August 2001 in the four county Albuquerque area. The PUC is supportive of 211 and the United Way is pursuing statewide implementation.

New York

The 211 New York Collaborative, co-chaired by NYSAIRS (New York State Alliance of Information and Referral Systems) and the United Way of New York State, is developing a statewide plan for implementation of a 211 I&R system. The state has indicated a willingness to be helpful with the implementation efforts. Both the PSC and New York State Telecommunications Association have tacitly recognized the Collaboration to implement 211. A preliminary consultant's report has been completed. The Collaborative intends to have a defined number of regional call centers (approximately 10-12) as 211 hubs, which build on the existing infrastructure of I&Rs across the state. Three demonstration sites are planned to launch in the Taconic, Western and Finger Lakes regions in 2002. 211 legislation was introduced in the state Senate in April. The Governors office appears opposed to financial support for 211 planning or implementation at this time. This has hampered the legislation moving forward.

North Carolina

The North Carolina Utilities Commission awarded the United Way of North Carolina 211 in November 1999. 211 is operational in Triangle United Way covering Wake, Durham, Chatham and Orange Counties; United Way of Asheville covering Buncombe County. 211 will be operational in 2001 at United Way of Central Carolinas covering Mecklenburg, Union, and Cabarras Counties and the United Way of Greater Greensboro/the United Way of Greater High Point/the United Way of Forsyth County covering Guilford and Forsyth Counties. Statewide implementation is planned over the next few years.

Ohio

The 211 Ohio Collaborative, which includes AIRS affiliates, United Ways, state organizations and other stakeholders, is working to implement 211 throughout Ohio on a county-by-county

basis. The Public Utility Commission of Ohio (PUCO) has designated the state I & R association, the Ohio Council of Information and Referral Providers (OCIRP), as the coordinating body for 211 implementation. Once telecommunications providers complete the necessary technical work, several counties can implement 211 immediately.

Oklahoma

The Community Service Council of Greater Tulsa has been awarded an eighteen month Venture Grant by the Tulsa Area United Way (TAUW) to develop a 211 system for the Tulsa area served by TAUW. An Advisory Committee comprised of community leadership has begun meeting. A professional collaborative comprised of specialized I&R agencies and departments of government has also begun meeting. A survey document is being prepared to determine the needs of the agencies that will receive referrals from 211. A seamless transition of callers between 211 and the agencies is a high priority for their planning process.

Oregon

Twelve Oregon counties are participating in the Oregon 211 Coalition to implement 211. A bill was introduced in the state legislature to implement 211 and the Coalition is working with the Governor's office.

Pennsylvania

211 will likely unfold regionally in Pennsylvania, given the size and diversity of the state. The United Way of Pennsylvania and PAIR (Pennsylvania Association of I&R) have jointly requested that the Commonwealth spearhead a 211 Committee to address implementation issues, not the least of which is the PUC's role and the determination process for 211 designation.

The United Way of Southeastern PA anticipates 211 service will be available in Fall 2001 for a multi-county area surrounding and including Philadelphia. However, a request to the PUC for 211 designation resulted in this response: The Public Utilities Commission "is in agreement with the United Way [of Southeastern Pennsylvania's] Petition that the assignment of the 211 abbreviated dialing code for community referral service is in the public interest and has many benefits." However, they dismissed the petition as moot because "the FCC did not establish a role for state commissions in assignment of the 211 abbreviated dialing code." The PUC instructed the United Way of Southeastern Pennsylvania "to notify Verizon Pennsylvania for the 211 abbreviated dialing code to be translated to their information and referral call center as per the procedure established in the FCC Third Report and Order."

In addition to the 211 efforts in SE PA, the United Way of Lancaster County has a committee set up with their Information & Referral, United Way LINC, that is actively exploring 211 and working with local partners that include the County Commissioners, County – Wide Emergency Management and several local businesses.

The United Way of York County is monitoring the progress of the local I & R provider, FIRS, as they proceed with regional efforts to pursue 211. At this point, preliminary dialogues and research efforts are occurring between eight south-central counties: Adams, Berks, Cumberland, Dauphin, Franklin, Lancaster, Perry and York Counties.

Rhode Island

Traveler's Aid, which operates the statewide Helpline I&R service, received 211 designation from the Public Utilities Commission.

South Carolina

United Way of the Midlands (Columbia, SC) went live with in Columbia LATA (13 central office which are primarily in Richland County) June 4. Call volume has gone from about 25 calls per day on the old Helpline to 60 to 80 calls with 211. They plan to go live in the remaining areas of the 4 county Midlands that BellSouth serves in July. They are in discussion with the other 3 CLEGS in their area to provide services in the fall.

United Way of Greenville County is the designated 211 provider for an eleven county region in upstate SC (Abbeville, Greenville, Greenwood, Anderson, Saluda, McCormick, Oconee, Pickens, Spartanburg, Cherokee, Laurens, and Union Counties) which covers one third of the state's population, and plans to have 211 operational in 2001.

South Dakota

The Volunteer & Information Center (VIC) petitioned the Public Utilities Commission for 211 for its HELpline. In light of the FCC's 211 Order, the PUC dismissed the docket and instructed VIC to "contact the provider of telecommunications services directly to request the use of 211 for access to community information and referral services."

Tennessee

The United Way of Metropolitan Nashville is conducting a 211 feasibility study to determine the role the UW would play in bringing 211 to the area and to see what collaborative possibilities there are for 211 in the area. Study to be completed by September. First Call For Help in Chattanooga and Contact Helpline, Oakridge plan to work with Knox County and the greater Memphis area to implement 211.

Texas

The Public Utility Commission of Texas designated 211 for community I&R services. The 211 partnership, a collaboration between United Way, local I&Rs and state government, intends to begin implementation, with completion in three years.

The United Way of Texas was successful in its efforts to get \$4.7 million in appropriations from the state of Texas for start up money for 211.

Vermont

The Vermont 211 Collaborative will implement a centralized 211 system with a single call center serving the entire state and plans to be operational in 2002. Vermont 2-1-1 was incorporated May 7, 2001 and elected its board of directors May 16, 2001. Vermont 2-1-1 is to be a new I&R service, not the expansion of an existing one. Obtaining operations funding is seen as the biggest challenge.

Virginia

Statewide infrastructure is in place, operated by United Ways and independent I&Rs.

Washington

United Ways are in the planning stages of 211 implementation. The United Way of Clallam County board of directors voted in June to go forward with a 211 system.

West Virginia

The West Virginia Legislature passed a resolution during the 2001 session charging the Public Service Commission to conduct a feasibility study on the implementation of 211 in WV. Groups

that will work on this study include; WV 211 Collaborative, PSC, WV 9-1-1 Network, and the wire and wireless phone companies. The study is due back to the Legislature in July 2002.

Wisconsin

United Way of Dane County and the Milwaukee 211 Partnership anticipate that the Public Service Commission will approve their petitions for 211 assignment for Madison and Milwaukee respectively this month. These providers plan to have 211 operational in September 2001.

**italics indicate a new development since the 6/6/01 State Update.*